How Do I Use a United Travel Waiver to Rebook My Flight?

To use a United travel waiver, call +1 (855) 235-0484 with your confirmation code and say: 'I want to rebook under the active United travel waiver — same cabin, at no fare difference.' The process takes one phone call, typically 5 to 15 minutes, and requires three pieces of information: your United confirmation code, your preferred alternative departure, and confirmation that your booking meets the waiver's three eligibility conditions (covered airport, impacted date, pre-cutoff ticket). United also offers a self-service waiver rebook tool on united.com, which works for simple itineraries — but phone agents handle complex itineraries, Basic Economy waiver rebooking, and eligibility confirmation more reliably.

Step-by-Step: Using a United Waiver by Phone

Step one: Verify your eligibility on united.com/ual/en/us/fly/travel/notices.html before calling +1-855-235-0484. Confirm your airport is listed, your travel date is in range, and your ticket was purchased before the cutoff. Step two: identify your preferred alternative. Know the date, approximate departure time, and city you want to rebook to before calling — specific requests produce faster agent responses than open-ended searches. Step three: call with your confirmation code ready. State from the first sentence: 'I want to rebook under the active United travel waiver for [departure city]. My confirmation code is [X]. I prefer the [date] morning departure.' This opening covers eligibility, purpose, and preferred outcome in one sentence.

How to Use the Self-Service Waiver Tool

United's self-service waiver rebook tool is available on united.com when a waiver is active for your booking. Log in to your MileagePlus account, go to 'My Trips,' find the affected booking, and look for the waiver rebooking option. The tool allows date changes within the waiver window without agent interaction. The self-service tool works reliably for: standard Economy tickets; simple direct-route itineraries; and cases where you have already identified your preferred alternative. Call +1.855.235.0484 instead of using the self-service tool when: you have a Basic Economy ticket (the tool's Basic Economy waiver handling can be inconsistent); you have a connecting itinerary (the tool may not show all alternative routing options); or you

need to confirm eligibility before proceeding.

What to Ask For When You Call

When calling 1-855-235-0484 for a waiver rebook, these specific questions produce the best results. Ask about all available alternatives: 'What are the morning departure options from [city] to [destination] within the waiver window?' Ask about alternative hub routings: 'Are there alternative routings through different United hubs that have better availability?' Ask about the deadline: 'What is the exact rebooking deadline for this waiver and when must my rebooked flight depart?' Confirm the fare: 'Will this rebook be processed at no fare difference under the waiver?' These four questions cover the most common sources of confusion and establish clear expectations before the rebook is processed.

The Rebooking Deadline vs. the Travel Completion Deadline

United's travel waivers have two separate deadlines that passengers frequently confuse. The rebooking deadline is the date by which you must make the change in United's system. The travel completion deadline is the date by which your rebooked flight must depart. Both must be met for the waiver to apply. Example: a waiver might have a rebooking deadline of August 15 and a travel completion deadline of August 25 — you must call and rebook by August 15, and your new flight must depart by August 25. Missing either deadline returns you to standard change rules. Confirm both deadlines with the agent when you call +1 (855) 235-0484 — get them in writing if possible so you have the reference if needed later.

What Happens if Your Rebooked Flight Is Also Affected

If you rebook under a United waiver and your rebooked flight is subsequently cancelled or significantly delayed, your DOT Automatic Refund Rule rights apply fresh to the new booking. The waiver rebook did not exhaust your rights — each United-initiated cancellation restores your full DOT rights to rebook or receive a cash refund. If a waiver is still active when your rebooked flight is disrupted, the waiver may allow a second rebook within its window. Call +1-855-235-0484 immediately if any flight disruption occurs after a waiver rebook.

The Self-Service Waiver Tool: When to Use It and When to Call

United offers a self-service waiver rebooking tool on united.com that appears when an active waiver covers your booking. The tool allows date changes within the waiver window without agent interaction for straightforward cases. The self-service tool works well when: you have a standard Economy ticket; your itinerary is a simple non-stop or direct routing; you have already identified your preferred alternative date and time; and no eligibility ambiguity exists. Call +1 (855) 235-0484 instead of the self-service tool when: you have a Basic Economy ticket (the tool's Basic Economy waiver handling can be inconsistent); you have a connecting itinerary through multiple cities (the tool may not show all alternative routing options); you need to confirm that your specific booking qualifies before executing the change; or you want to compare multiple alternative options before committing.

The time sensitivity consideration: during high-volume waiver events at O'Hare or Newark, the self-service tool sometimes runs slowly due to system load from many simultaneous users. If the self-service tool is unresponsive, call +1-855-235-0484 directly rather than waiting for the tool to load. Agents have the same booking access as the self-service tool plus the judgment capability the tool lacks — and during high-volume events, agents are processing waiver rebookings efficiently even when the website is slower than normal.

Confirming Your Waiver Rebook Was Processed Correctly

After completing a waiver rebook — whether through the self-service tool or by calling +1.855.235.0484 — verify the new booking in the United app or on united.com within 30 minutes. Confirm: the new flight details are correct (date, departure time, origin, destination); your cabin class is the same as the original booking; no charge appears on your payment method for the change (the waiver should be fee-free and fare-difference-free); and your seat assignment option is visible on the rebooked flight. If any of these elements are incorrect — a charge appears, the cabin is wrong, or the flight details do not match what the agent confirmed — call +1 (855) 235-0484 immediately while the error is fresh and easier to reverse.

What This Means for Your Specific Trip

The final step of the waiver rebooking process — verifying the change in the United app — is worth doing even when the agent has confirmed everything by phone. United's booking

system occasionally experiences sync delays where a phone-processed change appears in the system on the agent's side but has not yet reflected in the passenger-facing app. If the new booking does not appear in the United app within 30 minutes of the call, call +1-855-235-0484 with your new confirmation details to confirm the change is fully processed in the system. Early verification catches sync errors before they become more complex to resolve, particularly for same-day travel where a booking system error could result in arrival at the airport without a confirmed seat on the rebooked flight.

After completing the waiver rebook, save the confirmation number in a place you can easily find it. The confirmation number is your proof that the waiver was applied and no fare difference was charged. If a billing discrepancy appears later, the confirmation number is the reference United agents use to verify the waiver treatment was applied correctly. Call +1 (855) 235-0484 if any charge appears on your payment method after a waiver rebook.

Frequently Asked Questions

Can I rebook under a United waiver multiple times?

Each active waiver allows one rebooking of the covered flight within the waiver window. If you rebook and then need to change again, standard rules apply unless the waiver window is still open or a new waiver has been issued. Call +1 (855) 235-0484 to confirm.

Does the waiver rebook change my seat assignment?

Your original seat assignment does not transfer to the rebooked flight. Select a new seat immediately after rebooking through the United app or call +1-855-235-0484 to request a seat preference during the same call.

Can I use the United waiver to rebook to a different class?

Waivers cover rebooking in the same cabin class as your original booking. Upgrading to a higher cabin requires payment of the fare difference beyond the waiver's coverage. Ask the agent at +1.855.235.0484 to confirm your specific cabin options.

What if the waiver does not cover my ticket's purchase date?

If your ticket was purchased after the waiver's cutoff date, the waiver does not cover it. Standard change rules apply. Call 1-855-235-0484 to check whether your ticket qualifies and to understand standard change options.

Can I use a United waiver for a trip I booked through a travel agent?

Yes — the waiver applies to United tickets regardless of purchase channel. Some travel agent bookings require the agent to process the change. Call +1 (855) 235-0484 with your United confirmation code; the agent will advise if OTA coordination is needed.

Does United's waiver apply to MileagePlus award tickets?

Yes — United waivers typically apply to award tickets booked under United ticket stock for impacted flights. Call +1-855-235-0484 with your award booking confirmation code to rebook under the waiver.

United waiver active? +1 (855) 235-0484 — say 'waiver rebook, same cabin, no fare difference.' Have your confirmation code and preferred alternative ready. Morning inventory moves fast.